

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Flight Microwave

California Manufacturing Technology Consulting

Flight Microwave Experienced a Soaring Increase in Sales

Client Profile:

Flight Microwave designs built-to-order passive microwave RF components for space applications. The privately-owned company was created in 2004 by three former employees of Hughes Space and Communications Passive Microwave Group. Flight Microwave employs 12 people at its facility in Los Angeles, California.

Situation:

Flight Microwave wanted to pursue a contract with Boeing to manufacture flight hardware. However, Boeing was requiring its suppliers of flight critical hardware to be registered to AS9100B, an internationally recognized Aerospace Quality Management System standard. Wanting to increase sales and improve competitiveness, as well as satisfy existing customer requirements, the company called upon the California Manufacturing Technology Consulting (CMTC), a NIST MEP network affiliate, for help.

Solution:

CMTC met with Flight Microwave management to discuss the company's needs relative to the implementation of a conforming quality management system based on the AS9100B international standard. A quick gap assessment was conducted to determine Flight Microwave's readiness to meet stringent aerospace quality management system requirements. CMTC assisted with the development of a project plan and provided continuing assistance during implementation to ease the workload on company personnel. Flight Microwave experienced productivity and sales benefits resulting from their commitment and effort toward developing and maintaining their quality management system. Productivity improvements resulted from using one set of standards that decreased the time required to identify and solve problems. The company was able to gain Boeing as a customer and thereby increase sales, create and retain jobs, experience cost savings as well as increase its investment in plant and equipment, information systems, employee skills and other areas of business as a result of implementing a proper quality management system.

Results:

- * Increased sales by \$3.4 million.
- * Realized \$100,000 in cost savings.
- * Invested \$225,000 in equipment, information system and employee training.

Testimonial:

"By working with CMTC, we were able to achieve AS9100B certification. This allowed us to increase sales by \$3.4 million in one-and-a-half years."

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Mike Callas, Operations Manager